



# Round House Cafe Customer Feedback

Questions, Comments, Kudos & Klouts January 2016

**Two concerns this morning – I saw one of your workers side-hug a friend, and then didn't change gloves, but went back to work. And I notice another worker who is always chewing something. I thought both of those were health code violations?** Indeed they both are, and thanks for letting us know. We are diligent in adhering to health codes as an organization, and especially with ongoing health safety training for our employees. We addressed the issues specifically with the workers involved, and brought up both points in our daily staff meeting. Thanks again for letting us know.

**(Two customers wrote to say): I ordered a Native American Frybread Taco today but only got tomatoes, lettuce and cheese – no meat, beans or other toppings. Where's the beef? (JK). I got to talking with somebody and didn't notice until I got back to my desk.** We appreciate the feedback and apologize for the error. We gave some more training to the individual involved and hopefully won't have any other issues going forward. And, we gave you a coupon! ☺

**(Many have written or commented...): I'm really going to miss Joe at the grill! I hear he is moving on to another ARAMARK account with increased responsibilities in the form of a promotion! Good for him!** Yes, Joe has been at the Café's grill for nearly two years now and we are grateful for his service. We wish him well in his new position at a larger account in Scottsdale.

**On behalf of...SRPD, please accept our appreciation for...all arrangements of the luncheon that the SRPMIC and SRPD hosted for...law enforcement members (from across the valley) held at Two Waters. Lunch was served timely, professionally by Round House staff members and many of our guests complimented the quality and selection of the food...for this important meeting. All...reflected positively upon our Community and SRPD, we appreciate everyone's efforts and many thanks!!!** And we appreciate the very gracious feedback! We enjoy catering and look forward to serving you again soon! And we received more positive feedback from both the Dialysis group and the FAC holiday events. We appreciate all of the kind words, especially around the holidays. And one more department... **On behalf of the CDD Christmas Committee, we want to thank you for crafting another great meal for us. Everyone enjoyed the food – everything was delicious and we even got to take home some leftovers. Happy Holidays & thank you...**

**The gyros today at the Café were EXCELLENT! Please try to have them more often. Also, I really miss the waffles for breakfast....** ☺ Thanks for the positive feedback – our waffle makers actually broke! But we have new ones, and served them recently. Watch for them on the menu one day in January!

**Why is the half sandwich almost as much as a regular sandwich? Shouldn't it just be half price?** Thanks for asking. Two reasons the half sandwich is \$3.19, more than half the price of a regular sandwich. First, there are almost as many ingredients considering the meat, toppings and dressings – only one less slice of bread. And second, the labor involved is the same. Thus, we must charge more than half-price for a half-sandwich. Hope this information helps.

## **Kudos & Klouts (Customer Concerns, Compliments and/or Suggestions)**

- My over easy eggs were over cooked.
- Suggest some Caribbean or South American dishes once in a while
- Venti Passion Iced Tea was waaaaay too sweet
- Please bring back the previous chicken tenders – new ones no good
- Forgot to pay for my lunch! You let me come back later...thanks!
- Thanks for hosting donations and sales and information tables – very much appreciated
- Thank you for sharing the Tomato Soup Recipe (*any time! You asked, we provided*).
- What is the Café Chumuth Recipe? ([find it at this link](#))
- Today's turkey wild rice soup was more like a thick, gewy casserole! I mixed it with the Chicken Noodle broth
- If Café staff can't smile and engage us once in a while, perhaps we will get our coffee at QT
- My Stromboli today wasn't done on the inside...doughy...
- Our catering this morning was very late (*we simply missed it, apologized, and gave you your next order free!*)
- No chocolate chip cookies – every other cookie except chocolate chip
- Could we ever have one large cookie for sale instead of the three small ones? (*Stay tuned – working on it!*)
- Got two slices of pizza, crust seemed thin today, and they were sitting for a while – very dry
- Seemed like hardly any desserts Christmas week – not that I needed any extra sugar for the holidays!
- Cottage cheese this morning tasted a little odd (*We gave you a replacement coupon and removed the product*)
- Potato pieces too big in salad. One more cut in half sideways. But delicious
- Onions and Cheese have been missing from the chili area – used to offer as sides (*thanks – we fixed the omission*)
- The gumbo is delicious – and hopefully healthy! (*We sent you nutritional info, [which can also be found at this link](#)*)
- Best chicken quesadilla I've ever had, today in the Café...
- No cheddar potato soup as shown on the menu (*Missing supplies because of late delivery. Had to switch.*) ☺
- Will Café sell Red Menudo on New Year's Eve? (*Not in bulk as Community Vendors. But, Happy New Year!*) ☺
- Yay! I finally won something! Thank you for having all of the contests and events!

## **To submit your feedback...**

1. You can fill out a comment card and leave it in the boxes in the Café. OR...
2. You can submit feedback on the ARAMARK Round House Café Feedback page. Just [click here](#)
3. Or...E-mail SRPMIC Food Service Manager [Paul.Johnston@srpmic-nsn.gov](mailto:Paul.Johnston@srpmic-nsn.gov)

☺ THANKS FOR ALL YOUR FEEDBACK! We appreciate your patronage and input. ☺ (Vol. 7.8 January 2016)

